

Program A: Fire Prevention

Program Authorization: R.S. 40:1563(C)3; R.S. 40:1575; R.S. 23:531-545; R.S. 51:560 et seq.; R.S. 51:911 et seq.; R.S. 51:912 et seq.; R.S. 40:1484; R.S. 40:1625 et seq.; R.S. 40:1578.6(C); R.S. 40:1566, 1567, and 1563; R.S. 40:1651 et seq.; R.S. 46:1441; Act 1010 of 1995; La. Administrative Code 55:V:3001 et seq.; Section 1864(a) of the Social Services Act; Title 42 of Code of Federal Regulations

PROGRAM DESCRIPTION

The mission of the Fire Prevention Program in the Office of the State Fire Marshal is to protect life and property from fire and explosion; ensure public safety of Louisiana's citizens within the constructed environment; provide equal access to disabled individuals; and promote the efficient use of energy in buildings.

The goals of the Fire Prevention Program in the Office of the State Fire Marshal are:

1. Make the Fire Marshal's Office responsive to the needs of the citizens of Louisiana by fair and equal enforcement of the statutes and regulations; providing prompt, courteous, and professional delivery of services in the most cost effective and productive manner; and to implement a fire safety and education and training programs to reduce the number of recurring violations.
2. Reduce injury, death and property damage resulting from fire in the State of Louisiana by attaining consistent, quality and professional level inspections statewide.
3. Maintain a data repository and statistical analysis of all fires and improve the imparting of this information to the fire department and the public.
4. To protect the integrity of manufactured homes and the lives of the citizens occupying them.
5. Prevent/reduce injury, death and property damage from explosions of boilers and pressure vessels and the mechanical failure of amusement attractions.
6. To ensure safe, accessible, and energy efficient buildings by a thorough review of building plans and specifications prior to construction.

Louisiana law, R.S. 40:1574 (A) and (B), requires that the plans and specifications for every structure, watercraft, or movable constructed or remodeled in the state be reviewed by the Fire Marshal and must be determined to appear to satisfactorily comply with the adopted fire, life safety, and handicapped accessibility laws, rules, regulations, and codes of the state prior to construction.

The Fire Prevention Program in the Office of the State Fire Marshal includes the following activities: Inspection Section, Health Care Inspection Section, Boiler and Amusement Ride Safety Inspection Section, Manufactured Homes Section, Sprinkler Contractor Licensing Section, Fireworks Licensing Section, Fire Information Services Section, Fire Protection Licensing Section, Family Food Day Care Homes, Burglar Alarm Licensing Section and Volunteer Firemen Insurance.

The Inspection Section, under the authority of R.S. 40:1563 (C) 3, conducts final construction/renovation/addition inspections of all completed construction projects having had prior plan review and existing outside the jurisdiction of a certified fire prevention bureau. Other inspections such as special requested inspections and construction visits are performed based on the urgency of the hazard involved and available resources.

The Health Care Inspection Section through contract agreement with the Department of Health and Hospitals per provisions of Section 1864(a) of the Social Services Act are required to survey and certify compliance with Title 42 of the Code of Federal Regulations.

The Boiler and Amusement Ride Safety Inspection is comprised of the Boiler Inspection Section and the Mechanical Section. The Boiler Section is responsible for the inspections of all boilers and certain pressure vessels throughout the state on a timely basis, and maintenance records of all inspections and companies authorized to construct, install, repair, and operate boilers in Louisiana. The Mechanical Section is responsible for the inspections of all amusement/carnival ride equipment in Louisiana (R.S. 40:1484). These inspections will include the review of all maintenance records, non-destructive testing, operational tests and the qualifications of the ride operators, as well as, the training records of the operators.

The Manufactured Home Section, under the authority of R.S. 51:911 et seq., conducts periodic inspections of manufactured homes on dealer lots, handles consumers complaints relative to manufactured homes, and licenses manufactures, dealers, and salesmen as required. These inspections conform with Federal Manufactured Housing Construction and Safety Standards and Regulations administered by the Department of Housing and Urban Development.

The Sprinkler Contractor Licensing Section, under the authority of R.S. 40:1625 et seq., licenses each fire protection sprinkler contractor doing business in Louisiana.

The Firework Licensing Section, under the authority of R.S. 51:560 et seq., licenses manufactures, distributors, jobbers, importers, and retailers of fireworks.

The Fire Information Services Section collects and analyzes fire data.

The Fire Protection Licensing Section, under the authority of R.S. 40:1551 et seq. and Louisiana Administrative Code 55:V:3001 et seq., licenses, and certifies firms, employees and apprentices engaged in the installation or servicing of portable fire extinguishers, fixed fire extinguishing systems, fire detection and alarm systems, and hydrostatic testing of pressurized fire extinguishing equipment.

The Family Food Day Care Homes Section, under authority of R.S. 46:1411, inspects private homes taking care of six children or less under a federal program. There are approximately 10,000 homes in this program.

The Burglar Alarm Licensing Section, under authority of R.S. 40:1662.1 et seq., certifies and licenses firms and employees engaged in the sale, installation and servicing of burglar alarm systems and fire alarm systems in one or two family dwellings.

The Volunteer Firemen Insurance Program, under authority of R.S. 40:1593, authorizes the Fire Marshal to negotiate a group insurance policy to provide medical, death and burial benefits for volunteer firefighters of the state suffering injury or death while engaged in the scope of their duties as a volunteer firefighter.

GENERAL PERFORMANCE INFORMATION: FIRE DEATHS AND LOSSES					
PERFORMANCE INDICATOR	CALENDAR YEAR 1994	CALENDAR YEAR 1995	CALENDAR YEAR 1996	CALENDAR YEAR 1997 ¹	CALENDAR YEAR 1998 ¹
Total number of fires reported	16,225	15,385	16,486	8,386	12,963
Total number of fire-related deaths	114	81	111	95	101
Total property losses (in \$ millions)	\$82.1	\$81.9	\$82	\$61	\$62

¹ Statistics do not include the City of New Orleans Fire Department since that department did not report during CY 1997 and CY 1998.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2000-2001. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

The objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2000-01. Specific information on program funding is presented in the financial sections that follow performance tables.

1. (KEY) Through the Inspections activity, to complete 72% of the total number of inspections required annually while maintaining an average of 7 inspections per day per inspector.

Strategic Link: This operational objective partially accomplishes the agency's Strategic Objective IV.2: *To complete 80% of total required inspections required annual inspections in order to reduce the number of reinspections with 50% compliance at first reinspections.*

Explanatory Note: Required inspections are: licensed facilities, per R.S. 40:1562.3 (C-1), including day care centers, physical therapy centers, residential board and care homes; family day care provider homes, per R.S. 46:1441, including food care homes (family child day care homes that are funded through the Louisiana Department of Education's "Food Care" Program); prisons, per Louisiana Constitution Article V: 1701, including state, parish and municipal jails; schools, universities, high-rise structures, and bulk storage facilities, per R.S. 40:1563, R.S. 40: 1578(A), and R.S. 40:1575; state-owned and state-leased buildings, per R.S. 40:1722 and R.S. 40:1723; and new construction and renovations, per R.S. 40:1578.6 and R.S. 40:1731.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Percentage of required inspections conducted ¹	65.7%	93% ²	68%	68%	75%	72%
K	Number of required inspections	106,589	106,589	86,589 ³	86,589 ³	106,725	106,725
S	Number of inspections conducted ⁴	67,445	99,153	72,900	72,900	80,043	76,841
K	Average number of inspections performed per inspector per day ⁵	7	8.4	7	7	7	7

¹ The name of this performance indicator has been changed from "Percentage of inspections conducted." However, there is no change in what the indicator measures or how the measure is calculated.

² Completion of 93% of required inspections in FY 1998-99 was an exceptional achievement. Factors involved include: (1) the inspection staff increased by 16 from FY 1997-98 to FY 1998-99; (2) personnel turnover decreased from 38% in FY 1997-98 to 5% in FY 1998-99; and (3) additional staff reduced travel time to inspection sites, thereby enabling more inspections to be performed.

³ Although the FY 1999-00 performance standard for this indicator is 86,589, the Office of the State Fire Marshal indicated in its FY 1999-00 Second Quarter Performance Progress Report that it currently estimates that the yearend total will be 106,589.

⁴ The name of this performance indicator has been changed from "Number of inspections performed." However, there is no change in what the indicator measures or how the measure is calculated.

⁵ The name of this performance indicator has been changed from "Average number of inspections performed per day" in order to clarify the name of the indicator. There is no change in what the indicator measures or how the measure is calculated.

2. (SUPPORTING) Through the Inspections activity, to complete 90% of new construction final inspections within two weeks of date the inspection is requested.

Strategic Link: This operational objective will meet the agency's Strategic Objective III.1. *By the year 2001, complete 90% of new construction final inspections within two weeks of date inspection requested.*

Explanatory Note: Required inspections are: licensed facilities, per R.S. 40:1562.3 (C-1), including day care centers, physical therapy centers, residential board and care homes; family day care provider homes, per R.S. 46:1441, including food care homes; prisons, per Louisiana Constitution Article V: 1701, including state, parish and municipal jails; schools, universities, high-rise structures, and bulk storage facilities, per R.S. 40:1563, R.S. 40: 1578(A), and R.S. 40:1575; state-owned and state-leased buildings, per R.S. 40:1722 and R.S. 40:1723; and new construction and renovations, per R.S. 40:1578.6 and R.S. 40:1731.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of final inspections requested	8,500	10,483	8,500	8,500	9,500	9,500
S	Number of final inspections performed within two weeks	Not applicable ¹	9,330	7,650	7,650	8,550	8,550
S	Percentage of inspections performed within two weeks	90%	89%	90%	90%	90%	90%

¹ This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and does not have a FY 1998-99 performance standard.

3. (SUPPORTING) Through the Inspections activity, to complete 85% of fire safety inspections requiring license within the periods specified by policy or regulations.

Strategic Link: This operational objective will complete the agency's Strategic Objective IV.1: *To complete 85% of fire safety inspection requiring license or certification within the periods specified by policy or regulation by 2000.*

Explanatory Note: Required inspections are: licensed facilities, per R.S. 40:1562.3 (C-1), including day care centers, physical therapy centers, residential board and care homes; family day care provider homes, per R.S. 46:1441, including food care homes (family child day care homes that are funded through the Louisiana Department of Education's "Food Care" Program); prisons, per Louisiana Constitution Article V: 1701, including state, parish and municipal jails; schools and universities, high-rise structures, per R.S. 40:1563, R. S. 40:1478(A) and R.S. 40: 10:1575; state-owned and state-leased buildings, per R.S. 40:1722 and R.S. 40:1723; and new construction and renovations, per R.S. 40:1578.6 and R.S. 40:1731.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of licensed facilities inspections required	Not applicable ¹	4,444	3,376	3,376	4,601	4,601
S	Number of licensed facilities inspections completed	15,300	16,133	3,038	3,038	3,910	3,910
S	Number of licensed facilities inspections completed before license/certification renewal date	Not applicable ²	4,311	Not applicable ²	3,038 ²	3,910	3,910
S	Percentage of license/certifications completed before license/certification renewal date	Not applicable ¹	97%	90%	90%	85%	85%

¹ This is a new performance indicator. It did not appear under Act 19 of 1998 or Act 10 of 1999 and does not have performance standards for FY 1998-99 or FY 1999-00. The value shown for existing performance standard is an estimate not a standard.

² This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and does not have a FY 1998-99 performance standard.

4. (SUPPORTING) Through the Inspections activity to conduct 85% of fire safety inspections of health care facilities statewide, requiring state license and/or federal certification.

Strategic Link: This operational objective accomplishes the agency's Strategic Objective VI.1: *By inspection of health care facilities as required, to provide a safer environment for the citizens of our state.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of health care inspections required ¹	8,456	7,483	6,835 ²	6,835 ²	7,483	7,483
S	Number of health care inspections completed ³	7,506	7,483	6,222	6,222	6,361	6,361
S	Percentage of required inspections completed	88.8%	109% ⁴	91%	91%	85%	85%

¹ The number of inspections required is based on number of buildings, with each floor of multistoried buildings counted as a separate inspection, plus the estimated number of reinspections. Total number of inspections varies depending on the number of final inspections of new construction projects.

² Although the FY 1999-00 performance standard for this indicator is 6,835, the agency indicated in its FY 1999-00 First and Second Quarter Performance Progress Reports that it currently anticipates the yearend figure to be 6,815.

³ The number of inspections conducted is dependent upon the number of inspectors available to perform the required workload; vacancies within the section would have an impact on this indicator.

⁴ This yearend actual exceeds the performance standard due to the increase in the number of facility licenses issued by the Department of Health and Hospitals with the number of inspections required to assure compliance. Included are medical clinics licensed under hospitals per SCR 35. A comparison of the actual number of health care inspections required (7,483) and the actual number of health care inspections completed (7,483) generates a 100% actual for percentage of required inspections completed.

5. (SUPPORTING) Through the Inspections activity, to inspect at least 90% of the amusement rides and attractions at least once during each known event held in Louisiana.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective XI.1: *To enforce 100% of the laws, rules and regulations pertaining to the responsibilities and duties of the State Fire Marshal, Amusement Section, by June 30, 2005.*

Explanatory Note: As a result of inspections, 6,695 violations were found during FY 1998-99. During the first half of FY 1999-00 (July through December), 2,564 violations were found. It is anticipated that, as this activity matures and serves as a deterrence factor, the number of violations found will decrease. At the present time, there are no statistics available for this activity in other jurisdictions. However, the Office of the State Fire Marshal is working with a new organization, Council for Amusement and Recreational Equipment Safety (CARES) to establish uniform reporting and registration across the country.

The owners/operators of amusement rides/attraction in the State of Louisiana are required by law to report all injuries resulting in an overnight hospital stay. As of this date, no reports of death or injuries have been received by the Office of the State Fire Marshal. The U.S. Consumer Products Safety Commission compiles data on some types of rides. The commission is working with the Office of the State Fire Marshal to include all types of amusement rides/attractions in its data collection. As this information becomes available, it will be included as General Performance Information in state budget materials.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of known amusement events held in Louisiana	250	288	250	250	250	250
S	Number of amusement events inspected	Not applicable ¹	288	Not applicable ¹	250 ¹	250	250
S	Percentage of events inspected	10%	100%	100%	100%	100%	100%

¹ This is a new performance indicator. It did not appear under Act 19 of 1998 or Act 10 of 1999 and has no performance standards for FY 1998-99 or FY 1999-00. The value shown for existing performance standard is an estimate not a standard. However, since there is a 100% performance standard for percentage of events inspected, and the performance standard for number of known amusement events held in Louisiana is 250, an initial and existing performance standard of 250 for this indicator can be inferred.

6. (SUPPORTING) Through the Inspections activity, to inspect at least 65% of the known state-assigned boilers.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective XII.1: *To enforce 100% of the law, rules, and regulations pertaining to the responsibilities and duties of the State Fire Marshal, Boiler Section, by June 30, 2005.*

Explanatory Note: There are a total of 36,099 boilers in the state. Of these, 18,245 are assigned to be inspected by the Office of State Fire Marshal Inspectors and 17,854 are assigned to insurance company inspectors. In the event that an insurance inspector is delinquent by 90 days in inspecting, it is the state's duty to inspect. Thus the number of actual inspections completed may be more than the beginning assigned number.

Explanatory Note: Owners/operators are required by rule to report boiler-related accidents to the Office of the State Fire Marshal. No injuries or deaths were reported during FY 1998-99. The National Board of Boiler and Pressure Vessel Inspectors compiles data throughout the United States and Canada concerning injuries and deaths. The board reported 19 injuries and 0 deaths in the United States and Canada from all reported accidents involving boilers in 1998. Data for 1999 are not yet available.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of state-assigned inspections required ¹	12,500	13,939 ²	9,000	9,000	13,000 ³	13,000 ³
S	Number of state-assigned inspections performed	10,000	11,808	Not applicable ⁴	9,000 ⁴	12,947 ³	9,000 ^{3,5}
S	Percentage of boilers found not in compliance	9%	14.8% ⁶	9%	9%	9%	9%
S	Percentage of boilers overdue for inspection	20%	13.4% ⁷	10%	10%	10%	30% ⁵

- ¹ Number of inspections required is the number of boilers that are in the agency's database.
- ² The total inspections required increased due to the fact that boilers dropped by insurance companies are automatically added to the data base as inspections due for inspection by the state inspectors.
- ³ During prior fiscal years, New Orleans was exempt from the State Boiler Inspection Law. That exemption has been removed, causing an increase in the "state-assigned" workload.
- ⁴ This performance indicator appeared under Act 19 of 1998 and has a FY 1998-99 performance standard. However, the indicator did not appear under Act 10 of 1999 and has no FY 1999-00 performance standard. The value shown for existing performance standard is an estimate not a standard. The estimate of 9,000 state-assigned inspections performed is based on the FY 1999-00 performance standard of 9,000 state-assigned inspections required and a FY 1999-00 standard of 100% of state-assigned inspections performed.
- ⁵ A workload adjustment request for two additional inspectors was not funded in the Executive Budget recommendation. As a result, current inspectors will have to cover the additional "state-assigned" workload from New Orleans (see footnote 3 above) and it is anticipated that the percentage of boilers overdue for inspection will increase. This explains the different performance levels shown for continuation level and recommended level.
- ⁶ This can be viewed as a positive outcome in that the agency is finding boilers that do not meet the boiler regulations and thereby preventing potential explosion and the resulting life and property losses.
- ⁷ In the fourth quarter of FY 1998-99, inspectors targeted overdues to determine if recent jurisdictional law changes affected the requirement for reinspection. Those not requiring reinspection were removed from the state database.

7. (SUPPORTING) Through the Investigations activity, to investigate 96% of all consumer complaints related to manufactured homes received, with an ultimate resolution rate of 83%; and to conduct 1,000 installation inspections.

Strategic Link: This operational objective partially accomplishes Strategic Objective X.1: *To increase compliance with the state-mandated installation and tie-down law by inspecting 100% of new home installations by the year 2005.*

Explanatory Note: Consumer complaints are complaints made by Louisiana citizens about manufactured homes they have purchased. As the State Administrative Agency (SAA) contracted to the Department of Housing and Urban Development (HUD), it is the responsibility of this section to investigate complaints to determine if the problem is a manufactured defect, imminent safety hazard, dealer problem, transport defect, transit damage, installation problem, etc., and assist the homeowner in having the problems solved. It is anticipated that increasing the number of installation inspections to 3,330 will help resolve consumer complaints attributed to faulty installation of homes.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of consumer complaints received	304	569 ¹	570	570	600	600
S	Number of consumer complaints investigated	304	574 ²	Not applicable ³	570 ³	620	575 ⁴
S	Number of consumer complaints resolved	304	815 ⁵	Not applicable ⁶	513 ⁶	600	500 ⁴
S	Percentage of consumer complaints resolved	Not applicable ⁷	143% ⁶	90%	90%	100%	83% ⁴
S	Number of installation inspections performed	2,000	771 ⁸	Not applicable ⁹	3,300 ⁹	3,300	1,000 ⁴

- ¹ This number was up due to an increase in the number of homes shipped into and sold in the state.
- ² As the number of complaints received rose due to an increase in the number of homes shipped into and sold in the state, the number of consumer complaints investigated also rose. However, some of these investigations were cases that came in the last part of the previous fiscal year but were investigated in FY 1998-99. There is usually a carry over every year resulting from consumer complaints that are received too late in the fiscal year to investigate or resolve before the end of the fiscal year.
- ³ This performance indicator appeared under Act 19 of 1998 and has a FY 1998-99 performance standard. However, the indicator did not appear under Act 10 of 1999 and has no FY 1999-00 performance standard. The value shown for existing performance standard is an estimate not a standard. The estimate of 570 consumer complaints investigated is based on the FY 1999-00 performance standard of 570 consumer complaints received and a FY 1999-00 standard of 100% of complaints investigated.
- ⁴ Workload adjustment requests included in continuation level are not included in the Executive Budget funding recommendation. Utilizing current staffing levels to perform installation inspections will reduce the effectiveness of the staff in resolving consumer complaint issues.
- ⁵ The Office of State Fire Marshal has continued efforts to resolve the open complaints to the benefit of the consumers who will get their homes repaired faster. The increase in productivity largely is due to more effective use of personnel by the reassignment of inspection territories.
- ⁶ This performance indicator appeared under Act 19 of 1998 and has a FY 1998-99 performance standard. However, the indicator did not appear under Act 10 of 1999 and has no FY 1999-00 performance standard. The value shown for existing performance standard is an estimate not a standard. The estimate of 513 consumer complaints resolved is based on the FY 1999-00 performance standard of 570 consumer complaints received and a FY 1999-00 standard of 90% of complaints resolved.
- ⁷ This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and does not have a FY 1998-99 performance standard.
- ⁸ An increase in the number of homes being manufactured in the state created a greater demand for in-plant inspections. As a result, this section had to put more emphasis on in-plant inspections than on installation inspections.
- ⁹ This performance indicator appeared under Act 19 of 1998 and has a FY 1998-99 performance standard. However, the indicator did not appear under Act 10 of 1999 and has no FY 1999-00 performance standard. The value shown for existing performance standard is an estimate not a standard.

8. (SUPPORTING) Through the Investigations activity, to create a comprehensive licensing and enforcement program by clearing 30% of investigations related to sprinkler contractor licensing, burglar alarm licensing, and fire protection opened during the fiscal year and 40% of total investigations related to licensed contractors.

Strategic Link: This operational objective partially accomplishes Strategic Objective VII.2: *By the year 2005, provide a comprehensive enforcement program to clear 75% of all complaints investigated against contractors within regulated industries.*

Explanatory Note: Each complaint is tracked individually. When a complaint is received, it is logged into a computer database. When an investigation is opened, this date is logged in as well. Additionally, when the complaint is cleared and/or closed, this date is logged. A complaint is "cleared" when that complaint is determined to be unsubstantiated or a Notice of Violation is warranted. A complaint is "closed" when the administrative hearing process is completed. This process may take several months or even years depending on the scope of the investigation.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of complaints received during fiscal year ¹	Not applicable ²	543	450	450	450	450
S	Number of investigations opened during fiscal year ¹	Not applicable ²	292	240	240	240	240
S	Number of investigations cleared during fiscal year ³	Not applicable ⁴	207	Not applicable ⁴	72 ⁴	90	90
S	Percentage of investigations cleared during fiscal year ⁵	Not applicable ⁴	71% ⁶	Not applicable ⁴	30% ⁴	30%	30%
S	Total number of complaints received (cumulative) ^{1,7}	Not applicable ⁴	1,136	Not applicable ⁴	1,425 ⁴	1,725	1,725
S	Total number of investigations opened (cumulative) ^{1,7}	Not applicable ⁴	804	Not applicable ⁴	1,060 ⁴	1,300	1,300
S	Total number of investigations cleared (cumulative) ⁷	Not applicable ⁴	524	Not applicable ⁴	850 ⁴	1,000	1,000
S	Total percentage of investigations cleared (cumulative) ⁷	Not applicable ²	46% ⁷	30%	30%	40%	40%

- ¹ The number of complaints received and the number of investigations opened may differ due to the large volume of complaints and the number of investigators available within the section to conduct investigations. Normally, each complaint will generate only one investigation; however, once an investigation is opened, additional violations may be discovered, each of which may generate a separate complaint. When a complaint is received, it is logged into a computer database. When an investigation is opened, this date is logged in as well. Additionally, when the complaint is cleared and/or closed, this date is logged. Each complaint is tracked individually.
- ² This was a new performance indicator for FY 1999-00. It did not appear under Act 19 of 1998 and does not have a FY 1998-99 performance standard.
- ³ Investigations may take several months to clear. As a result, investigations may be opened in one fiscal year and cleared in another.
- ⁴ This is a new performance indicator. It did not appear under Act 19 of 1998 or Act 10 of 1999 and has no performance standards for FY 1998-99 or FY 1999-00. The value shown for existing performance standard is an estimate not a standard.
- ⁵ Investigations may take several months to clear. As a result, investigations may be opened in one fiscal year and cleared in another. This indicator measures the percentage of investigations opened that are cleared in the same fiscal year. It does not track against number of complaints received.
- ⁶ During FY 1998-99, several cases involving multiple complaints were cleared, increasing the both the annual and cumulative clearance rates to a level significantly above average. The value shown at continuation level reflects a more typical clearance rate.
- ⁷ This indicator is a cumulative count, beginning with the inception of the licensing and enforcement activity.

9. (KEY) Through the Investigations activity, to increase the arson arrest rate from the FY 1999-00 level (17%) to 18%.

Strategic Link: This operational objective is related to Strategic Objective I.I: *To increase the arrest rate of persons committing the crime of arson by 10% by the year 2005.*

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
K	Number of investigations conducted	834	738	800	800	800	423 ¹
K	Number of arson arrests made ²	132	166	135	135	140	76 ¹
K	State arson arrest rate ³	Not applicable ⁴	23% ⁵	Not applicable ⁴	17% ⁴	18%	18%

¹ This decrease is caused by the anticipated loss of eight investigator positions (which are being transferred to inspection duties) resulting from anticipated budget restraints and restructuring the office to better meet the needs of Louisiana's residents.

² The Office of the State Fire Marshal has redesigned the arson database system so that, since August 1999, any arrest(s) made as the result of an arson investigation will be reported as a single arrest for that arson investigation. Since the effect of this redesign will not be seen until the end of FY 1999-00, it is not yet known what effect the redesign of the database system will have on this indicator. The values shown in this table are based on the old database design.

³ State arson arrest rate is calculated as the number of arson investigations conducted compared to the number of arrests made. As indicated in footnote 1, indicator figures currently compare the total number of arrests made in all arson cases investigated. It is not yet known what effect the redesign of the arson database system will have on this indicator.

⁴ This is a new performance indicator. It did not appear under Act 19 of 1998 or Act 10 of 1999 and has no performance standards for FY 1998-99 and FY 1999-00. However, using the method of calculation described in footnote 1, the equivalent FY 1998-99 performance standard (16%) can be identified. The value shown for existing performance standard is an estimate not a standard. However, that estimate (17%) is based on the method of calculation described footnote 1, using the FY 1999-00 standard of 800 investigations conducted and the FY 1999-00 standard of 135 arson arrests made.

⁵ The 23% actual rate for FY 1998-99, as well as the 23% rates in FY 1996-97 and FY 1997-98, resulted from exceptional numbers of arrests made. The Office of the State Fire Marshal indicates that the 17% rate anticipated for FY 1999-00 is more typical, but the office believes the increase to 18% in FY 2000-01 is feasible.

GENERAL PERFORMANCE INFORMATION: ARSON INVESTIGATIONS					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1994-95	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Number of arson investigations conducted	586	703	722	769	738
Number of arson arrests made	140	149	86	175	166
State arson arrest rate	24%	21%	23%	23%	23%

10. (KEY) Through the Plan Review activity, to complete a final review of a set of plans and specifications within an average of 3.21 man-hours.

Strategic Link: This objective partially accomplishes the Strategic Objective II.1: *To reduce the amount of time required to complete a final review of a set of plans and specifications by 5% by the year 2005.*

Explanatory Note: This objective and its performance indicators reflect the anticipated effects of mandated Energy Code enforcement. In 1992 the U.S. Congress passed the Energy Policy Act (EPAct), which required states to document that their energy code was equal to the model energy code adopted in the act. Louisiana did not have an energy code and could not make this mandatory certification. In 1997 legislation was passed to adopt an energy code for the State of Louisiana. This law mandated enforcement of the energy code by the Office of the State Fire Marshal, effective January 1, 1999. In accordance with R.S. 40:1730.21 through 1730.32, all new buildings and all applicable renovations (as defined by R.S. 40:1574(c), (d), (e), and (f) must be determined to satisfactorily comply with the efficiency requirements of ASHRAE 90.1-1989 (the document developed by the American Society of Heating, Refrigerating, and Air Conditioning Engineers and the Illuminating Engineering Society of North America entitled "Energy Efficient Design of New Buildings Except Low-Rise Residential Buildings").

This code provides minimum requirements for the building envelope and systems and equipment for electrical power, lighting, heating, ventilating, air conditioning, service water heating, and energy management. It is anticipated that, in FY 99-00, 50% of projects subject to this review will be in compliance with the code.

In FY 2000-01, the scope of Energy Code enforcement will change, as required by statute. The law requires that smaller projects be required for Energy Code compliance. These smaller projects generally are not required to be prepared by a design professional. These types of projects will require a greater level of customer service by the plan review staff of Office of the State Fire Marshal in order to help these small business owners through the process to file the correct Energy Code documents.

LEVEL	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1998-99	ACTUAL YEAREND PERFORMANCE FY 1998-99	ACT 10 PERFORMANCE STANDARD FY 1999-2000	EXISTING PERFORMANCE STANDARD FY 1999-2000	AT CONTINUATION BUDGET LEVEL FY 2000-2001	AT RECOMMENDED BUDGET LEVEL FY 2000-2001
S	Number of projects submitted for review	15,984	14,714	Not applicable ¹	15,000 ¹	15,000	15,000
K	Number of projects reviewed	15,369	14,694	15,303	15,303	15,000	14,400 ²
K	Number of projects not in compliance	1,246	886	Not applicable ¹	1,246 ¹	1,246	1,246
K	Average review time per project (in man-hours)	2.50	2.43	3.00	3.00	2.97 ³	3.21 ²

¹ This performance indicator appeared under Act 19 of 1998 and has a FY 1998-99 performance standard. However, the indicator did not appear under Act 10 of 1999 and has no FY 1999-00 performance standard. The value shown for existing performance standard is an estimate not a standard.

² The number of projects reviewed and average review time per project will be adversely affected by the change in scope of Energy Code Enforcement as statutorily mandated. (See Explanatory Note above.) This is a best-guess estimate since this change of scope is a new application with no baseline or history.

³ Continuation level includes a workload adjustment related to mandated Energy Code enforcement.

GENERAL PERFORMANCE INFORMATION: PLAN REVIEW					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1994-95	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99
Number of projects reviewed	13,229	13,616	14,234	14,424	14,694
Average review time per project (in manhours)	Not available	Not available	3.1	2.5	2.43
Average turnaround time for projects (in days)	15.0	15.0	6.8	10.8	6.4
Percentage of projects not in compliance	11.3%	10.8%	8.8%	7.2%	6.1%

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	166,436	203,580	203,580	203,580	203,580	0
Fees & Self-gen. Revenues	2,378,737	2,383,219	2,383,219	2,166,471	2,306,788	(76,431)
Statutory Dedications	5,200,370	6,273,135	6,679,538	6,630,915	6,780,747	101,209
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	135,144	100,000	100,000	100,000	100,000	0
TOTAL MEANS OF FINANCING	<u>\$7,880,687</u>	<u>\$8,959,934</u>	<u>\$9,366,337</u>	<u>\$9,100,966</u>	<u>\$9,391,115</u>	<u>\$24,778</u>
EXPENDITURES & REQUEST:						
Salaries	\$4,721,631	\$5,690,136	\$5,690,136	\$5,780,878	\$5,954,885	\$264,749
Other Compensation	52,177	9,766	9,766	9,766	9,766	0
Related Benefits	896,755	1,025,723	1,025,723	1,038,246	1,283,280	257,557
Total Operating Expenses	1,086,732	757,785	900,375	781,243	763,046	(137,329)
Professional Services	0	0	0	0	0	0
Total Other Charges	848,147	1,054,274	1,182,584	1,033,083	817,838	(364,746)
Total Acq. & Major Repairs	275,245	422,250	557,753	457,750	562,300	4,547
TOTAL EXPENDITURES AND REQUEST	<u>\$7,880,687</u>	<u>\$8,959,934</u>	<u>\$9,366,337</u>	<u>\$9,100,966</u>	<u>\$9,391,115</u>	<u>\$24,778</u>
AUTHORIZED FULL-TIME						
EQUIVALENTS: Classified	182	186	186	186	194	8
Unclassified	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>0</u>
TOTAL	<u>183</u>	<u>187</u>	<u>187</u>	<u>187</u>	<u>195</u>	<u>8</u>

SOURCE OF FUNDING

This program is funded with Interagency Transfers, Fees and Self-generated Revenues, Statutory Dedications, and Federal Funds. The Interagency Transfers are derived from the Department of Health and Hospitals for inspection services. The Fees and Self-generated Revenues are derived from issuance of various licenses (fireworks, mobile home manufacturer, sprinkler and fire extinguisher), sale of fire incident reports and boiler inspection fees. The Statutory Dedications are derived from the Louisiana Fire Marshal Fund, the Louisiana Alarm Regulatory Trust Fund and the Volunteer Firefighters Insurance Premiums. (Per R.S. 39:32B(8), see table below for a listing of expenditures out of each statutory dedicated fund.) The Federal Funds are to defray the cost for inspecting mobile homes that are transported to Louisiana after being manufactured in another state.

	ACTUAL 1998-1999	ACT 10 1999- 2000	EXISTING 1999- 2000	CONTINUATION 2000 - 2001	RECOMMENDED 2000 - 2001	RECOMMENDED OVER/(UNDER) EXISTING
Louisiana Fire Marshal Fund	\$4,868,235	\$5,529,020	\$5,935,423	\$5,886,800	\$5,985,747	\$50,324
Volunteer Firefighters Insurance Premium Fund	\$320,000	\$497,616	\$497,616	\$497,616	\$320,000	(\$177,616)
Louisiana Alarm Regulatory Trust Fund	\$12,135	\$246,499	\$246,499	\$246,499	\$475,000	\$228,501

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$8,959,934	187	ACT 10 FISCAL YEAR 1999-2000
			BA-7 TRANSACTIONS:
\$0	\$406,403	0	Carry forward funding for expenses for redesign of computer system and 4 replacement vehicles
\$0	\$9,366,337	187	EXISTING OPERATING BUDGET – December 3, 1999
\$0	\$103,265	0	Classified State Employees Merit Increases for FY 2000-2001
\$0	\$2,612	0	Risk Management Adjustment
\$0	\$521,900	0	Acquisitions & Major Repairs
\$0	(\$422,250)	0	Non-Recurring Acquisitions & Major Repairs
\$0	(\$406,403)	0	Non-Recurring Carry Forwards
\$0	(\$871)	0	Maintenance of State-Owned Buildings
\$0	\$113,503	0	Salary Base Adjustment
\$0	(\$259,615)	0	Attrition Adjustment
\$0	(\$17,781)	0	Salary Funding from Other Line Items
\$0	\$4,139	0	Civil Service Fees
\$0	\$138,204	0	Other Adjustments - Retirees group insurance
\$0	(\$177,616)	0	Other Adjustments - Reduce firefighters insurance premiums to anticipated needs
\$0	\$412,261	8	Other Adjustments - Workload to provide for implementation of energy code review
\$0	\$13,430	0	Other Adjustments - Code books
\$0	\$9,391,115	195	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS

\$0 \$9,391,115 195 BASE EXECUTIVE BUDGET FISCAL YEAR 2000-2001

			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON SALES TAX RENEWAL
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$0	\$9,391,115	195	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 100.3% of the existing operating budget. It represents 77.9% of the total request (\$12,051,539) for this program. Significant adjustments include a workload increased to provide for implementation of energy code review, including eight positions, along with increased funding for acquisitions and retirees insurance premiums. Firefighters insurance premiums were reduced to the anticipated level.

PROFESSIONAL SERVICES

This program does not have funding for Professional Services for Fiscal Year 2000-2001

OTHER CHARGES

\$320,000	Volunteer firefighters insurance premiums
\$71,456	Investigators receive \$4.50 per workday for cleaning and maintaining uniforms

\$391,456 SUB-TOTAL OTHER CHARGES

Interagency Transfers:

\$297,618	Transferred to Management and Finance for utilities, dues, duplicating, telephone, utilities, and supplies
\$73,447	Transferred to State Police for automotive maintenance
\$30,100	Maintenance of State Buildings
\$25,217	Civil Service/CPTP charges

\$426,382 SUB-TOTAL INTERAGENCY TRANSFERS

\$817,838 TOTAL OTHER CHARGES

ACQUISITIONS AND MAJOR REPAIRS

\$435,000	Twenty-two replacement vehicles
\$86,900	Office furniture and equipment (e.g. fax machines, printers, cameras, presentation projector. etc.)
\$40,400	New automobile, office furniture and equipment for eight new architect positions
\$562,300	TOTAL ACQUISITIONS AND MAJOR REPAIRS